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Microsoft Dynamics CRM 2011 Applications

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QUESTION 1

In Microsoft Dynamics CRM 2011, you need to change the query for a dynamic marketing list while preserving the current list of members. What should you do?

A. Share the members of the marketing list with a new static marketing list.

B. Change the dynamic marketing list to a static marketing list. Then create a new dynamic marketing list to track additional members.

C. Copy the dynamic marketing list as a static list. Then change the query for the dynamic marketing list.

D. Lock the dynamic marketing list. Then change the query for the dynamic marketing list.

Correct Answer: C

QUESTION 2

In Microsoft Dynamics CRM 2011, how can you display the Service Activity Volume report? (Choose all that apply.)

A. Run the report from the Reports list.

B. Run the report from the Run Report menu of the Cases list.

C. Run the report from the Activities list.

D. Run the report from the Service Calendar.

Correct Answer: AB

QUESTION 3

Which of the following statements about marketing lists are true? (Choose all that apply.)

A. You can remove members from a dynamic marketing list by using an Advanced Find query.

B. One dynamic marketing list can contain accounts, contacts, and leads.

C. You can copy a dynamic marketing list to a static marketing list.

D. You can add members to a static marketing list by using an Advanced Find query.

E. Static marketing lists cannot be locked.

Correct Answer: CD

QUESTION 4

When working with Service Management goals in Microsoft Dynamics CRM 2011, when are the Actual and In Progress

goal fields recalculated? (Choose all that apply.)

A. when the goal record is saved

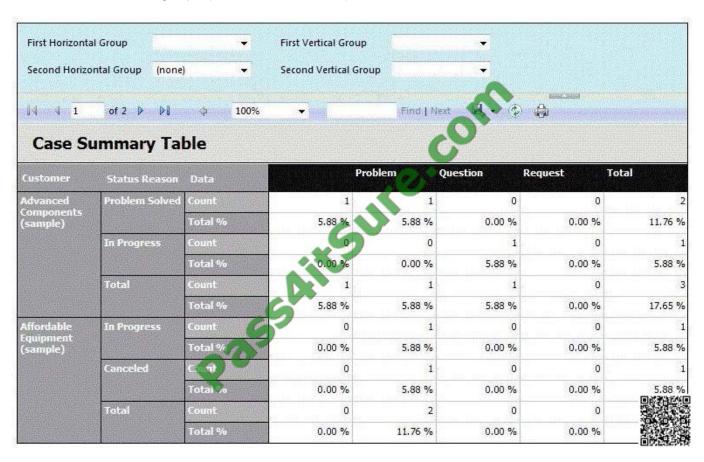B. as scheduled on the service calendar

C. automatically

D. when a user clicks the Recalculate button

Correct Answer: CD

QUESTION 5

You need to configure the Case Summary Table report for all customers and cases as shown in the exhibit by setting the vertical and horizontal groups. (Click the Exhibit button.)

What should you do?

A. Clear existing filters. Set Customer as the First Vertical Group, set Status Reason as the Second Vertical Group, and set Case Type as the First Horizontal Group.

B. Clear existing filters. Set Case Type as the First Vertical Group, set Customer as the First Horizontal Group, and set Status Reason as the Second Horizontal Group.

C. Set Customer as the First Vertical Group, set Status Reason as the Second Vertical Group, and set Severity as the First Horizontal Group.

D. Set Severity as the First Vertical Group, set Customer as the First Horizontal Group, and set Status Reason as the Second Horizontal Group.

Correct Answer: A

QUESTION 6

In Microsoft Dynamics CRM 2011, you need to create a dynamic marketing list. Which of the following entities can you select as the member type? (Choose all that apply.)

A. Organization

B. Account

C. Contact

D. Parent

E. Lead

Correct Answer: ACE

QUESTION 7

Which of the following actions can you perform with articles? (Choose all that apply.)

A. email an article to a contact

B. attach an article to a case

C. add a connection to an article

D. add an article to a campaign

E. add an article to a product

Correct Answer: AB

QUESTION 8

In Microsoft Dynamics CRM 2011, you create a contract from an incident-based contract template that has three line items. You invoice the contract. Which of the following actions can be performed on contract lines while a contract is in the Invoiced state?

A. cancel existing contract lines

B. add new contract lines

C. edit existing contract lines

D. bulk-delete existing contract lines

Correct Answer: A

QUESTION 9

In Microsoft Dynamics CRM 2011, you need to close an opportunity as lost. Which of the following must you do?

A. Enter the close date on the close opportunity form.

B. Activate all draft quotes related to the opportunity.

C. Relate the opportunity to at least one competitor.

D. Close all open activities on the opportunity.

Correct Answer: A

QUESTION 10

In Microsoft Dynamics CRM 2011, you create two activities that occur at the same time for the same resource. First you create Activity A and set it to Show Time as Tentative. Then you create Activity B and set it to Show Time as Pending. How can you display this conflict? (Choose all that apply.)

A. Open Activity A.

B. Open the Service Calendar and enable Conflicts.

C. Open Activity B.

D. Open the Service Calendar and disable Conflicts.

Correct Answer: AB

QUESTION 11

You need to schedule a phone call to a group of Accounts and Contacts, followed three days later by an email message. What should you do?

A. Create one campaign with one marketing list.

B. Create one campaign with two marketing lists.

C. Create two quick campaigns.

D. Create one quick campaign.

Correct Answer: B

QUESTION 12

A company uses Microsoft Dynamics CRM 2011. You need to ensure that a specific customer is always offered afternoon service appointments with the customer\\'s preferred service technician. Each service technician is a Microsoft Dynamics CRM 2011 user. What should you do?

A. On the customer\\'s account, set the service preferences for preferred time and preferred user.

B. On the preferred user\\'s record, set the service preference for the account and the preferred work hours.

C. Create a service with a selection rule listing the preferred user. Change the preferred user\\'s work hours to the afternoon.

D. Create a service with a selection rule listing the preferred user. Add a service restriction on the user for the morning hours.

Correct Answer: A

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